

Guidance for Retail Food Establishments under a Boil Order

Public water systems issue Boil Water Notices to inform their users when the drinking water is not safe to consume. If this situation were to arise, the City of Sugar Land Water Utilities Department would provide the residents and businesses with information and instructions associated with the order.

Under these circumstances, the retail food establishment manager is responsible for conducting assessments to ensure compliance with food safety requirements. The following are temporary measures that can be done when a retail food establishment is under a “boil order.”

Drinking Water

- Use commercially bottled water;
- Use water that has been at a rolling boil for at least one minute; or
- Haul water from an approved public water supply in a covered sanitized container

Beverages Made with Water

- Do not use post-mix carbonated beverage machines, auto-fill coffee makers, instant hot water heaters, etc. using auto-fill methods

Ice Making

- Discard existing ice and do not make ice
- Use commercially manufactured ice

Cooking

- Use commercially bottled water;
- Use water that has been at a rolling boil for at least one minute; or
- Haul water from an approved public water supply in a covered sanitized container

Handwashing

- Use commercially bottled water;
- Use water that has been at a rolling boil for at least one minute; or
- Haul water from an approved public water supply in a covered sanitized container
- Handwashing must be done according to the Texas Food Establishment Rules at minimum water temperature of 100 °Fahrenheit

Cleaning and Sanitizing Tableware and Utensils

- Use single-service items

After the public water system lifts the boil order notice, the retail food establishment must:

- Flush pipes/faucets for at least five minutes;
- Flush, clean and sanitize equipment with water line connections according to manufacturer's directions;
- Flush drinking water fountains for at least five minutes;
- Clean and sanitize the ice machine. Discard the first batch of new ice.

Additional questions or concerns can be directed to the Food Inspection Program at (281) 275-2170 or foodinspection@sugarlandtx.gov.